

Customer Self Service System and Components 10

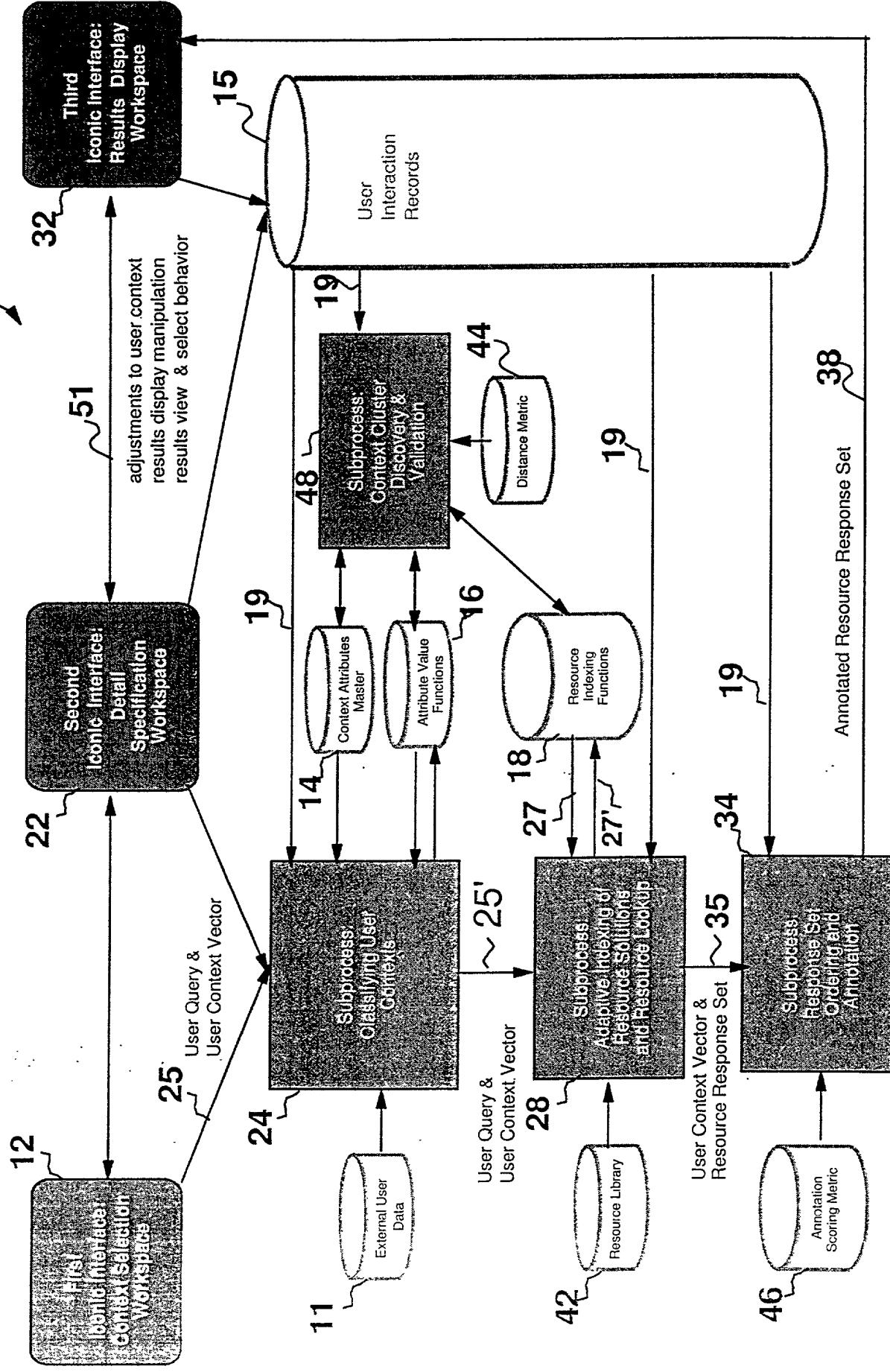


Figure 1

Context
Selection
Workspace
Detail
Specification
Workspace
Results
Display
Workspace

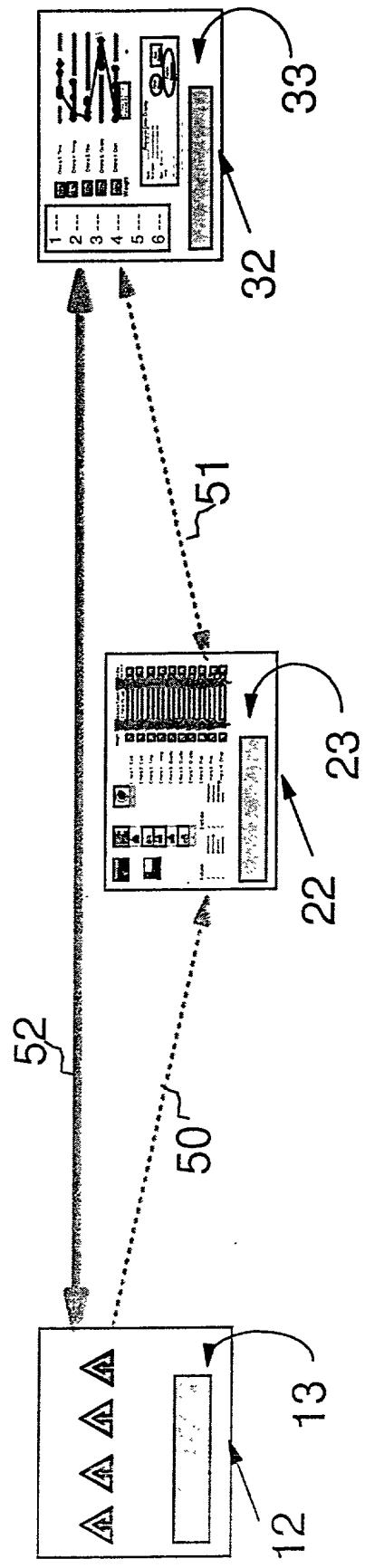


Figure 2

Domain Examples

Education
(ex: Environment)

Education
(ex: Subject Matter)

Travel

User Query	60	70	80	90
Learn Lotus Notes at home	61	Become a Linux developer by June	71	Find housing near new job by August
Corp Exec at HQ	62	Remote Staffie Commuting Techie Traveling Consultant	72	Relocating Business Professional Empty Nester College Student
Connectivity	63	Learning Mode(s) Technical Field	73	Mode of Commute to work/school Mode of Housing Maintenance Style
LAN Connected	64	Dial Up DSL Disconnected	74	Carefree living Subcontract it all Do-it-yourself-er
Attribute Value	65	Include: Download & Play resources	75	Include KDE
Value Resource Parameters	66	Exclude: On Line collaborative resources	76	Include GNOME
Resource Selection Criteria & Values	85	Include walls	86	Include all major carriers
	86	Include paint	87	Exclude prop planes
	87	Include lawn mowing	88	Exclude bad safety records
	88	Exclude plumbing	89	95
	89	Exclude electrical	90	96
	90	Exclude landscaping	91	Cost
	91	85	92	Time
	92	86	93	Quality
	93	87	94	Risk

Figure 3

CONTEXT SELECTION WORKSPACE

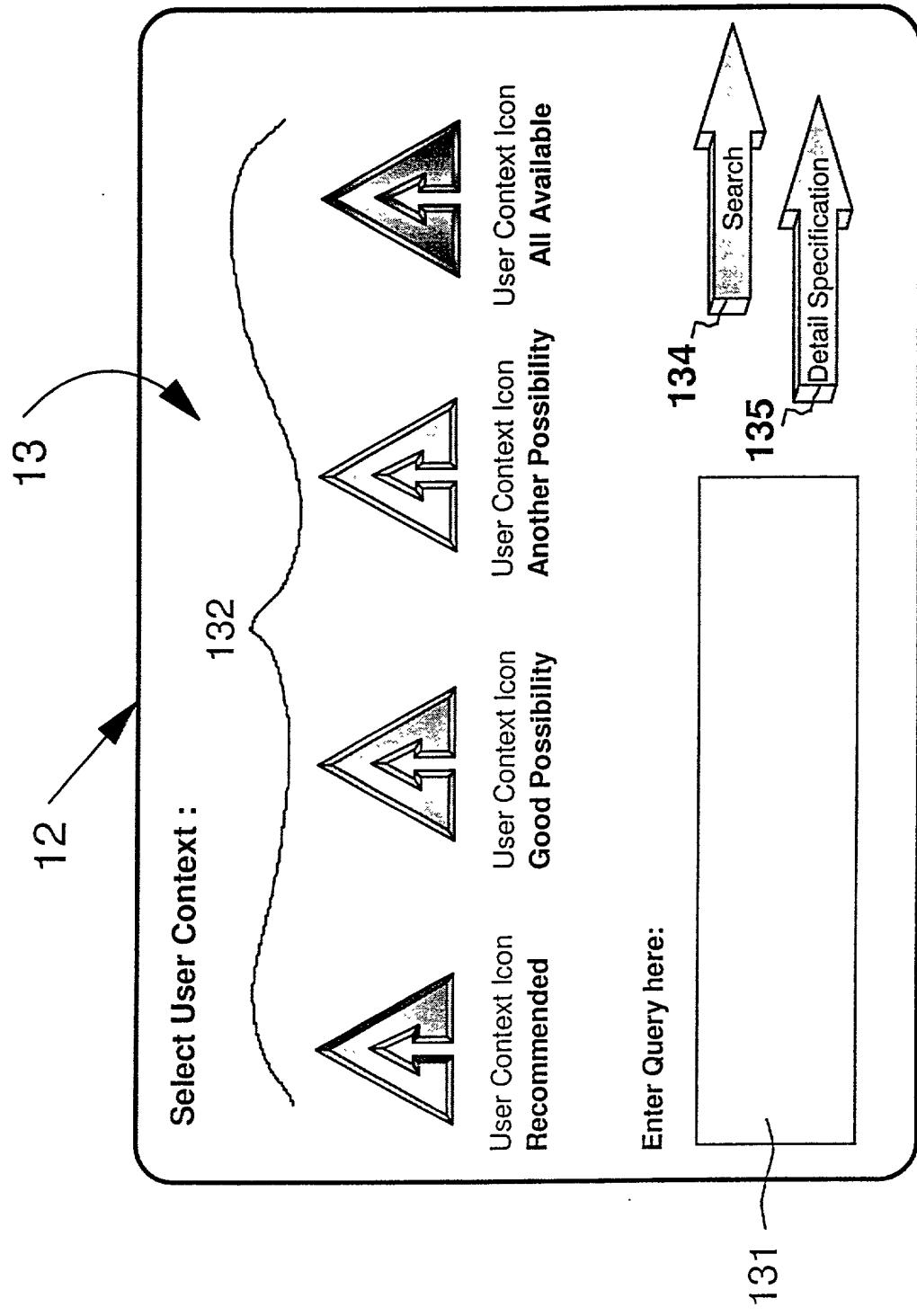


Figure 4

DETAIL SPECIFICATION WORKSPACE

22

23

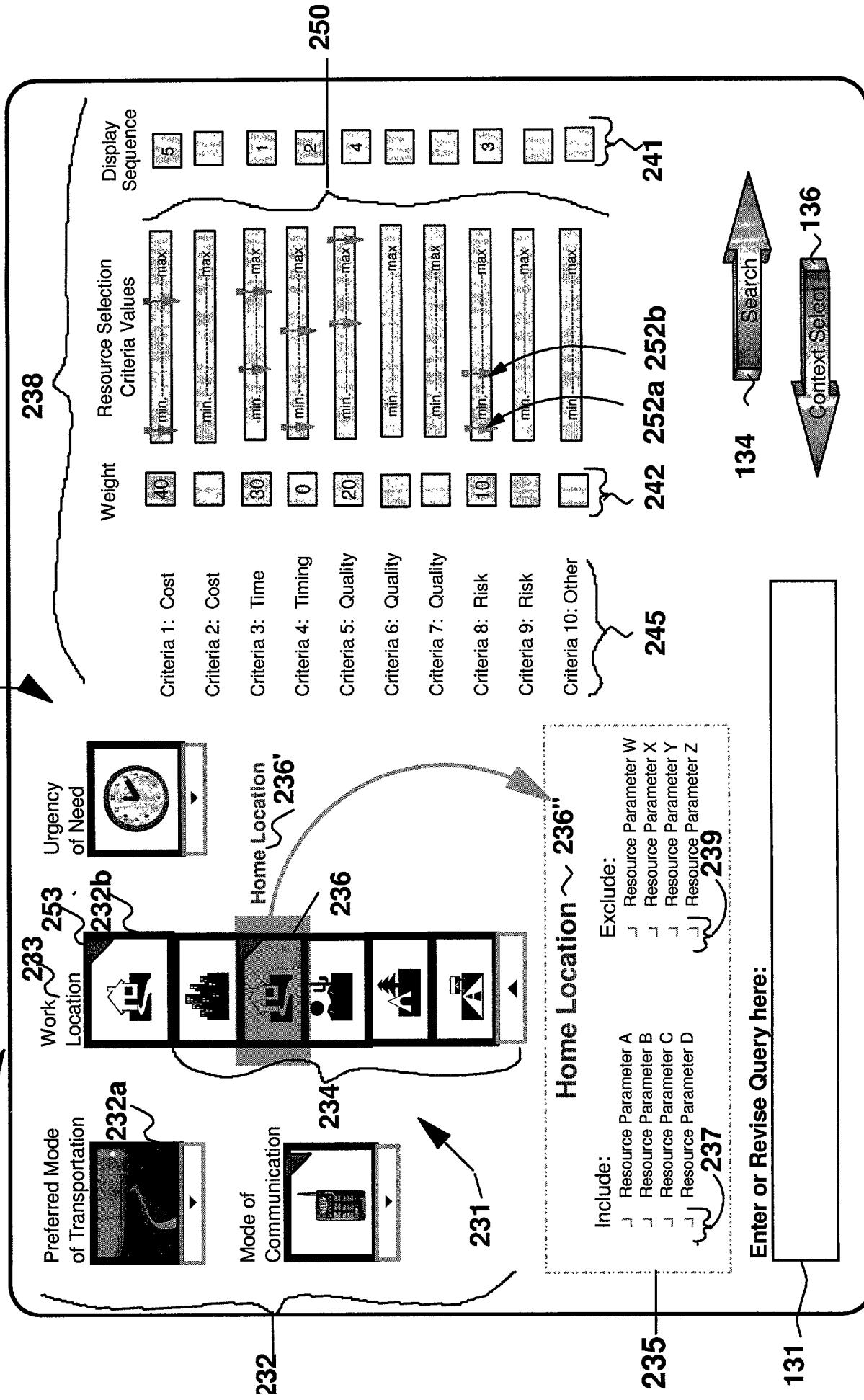


Figure 5

24

1000 900 800 700 600 500 400 300 200 100 0

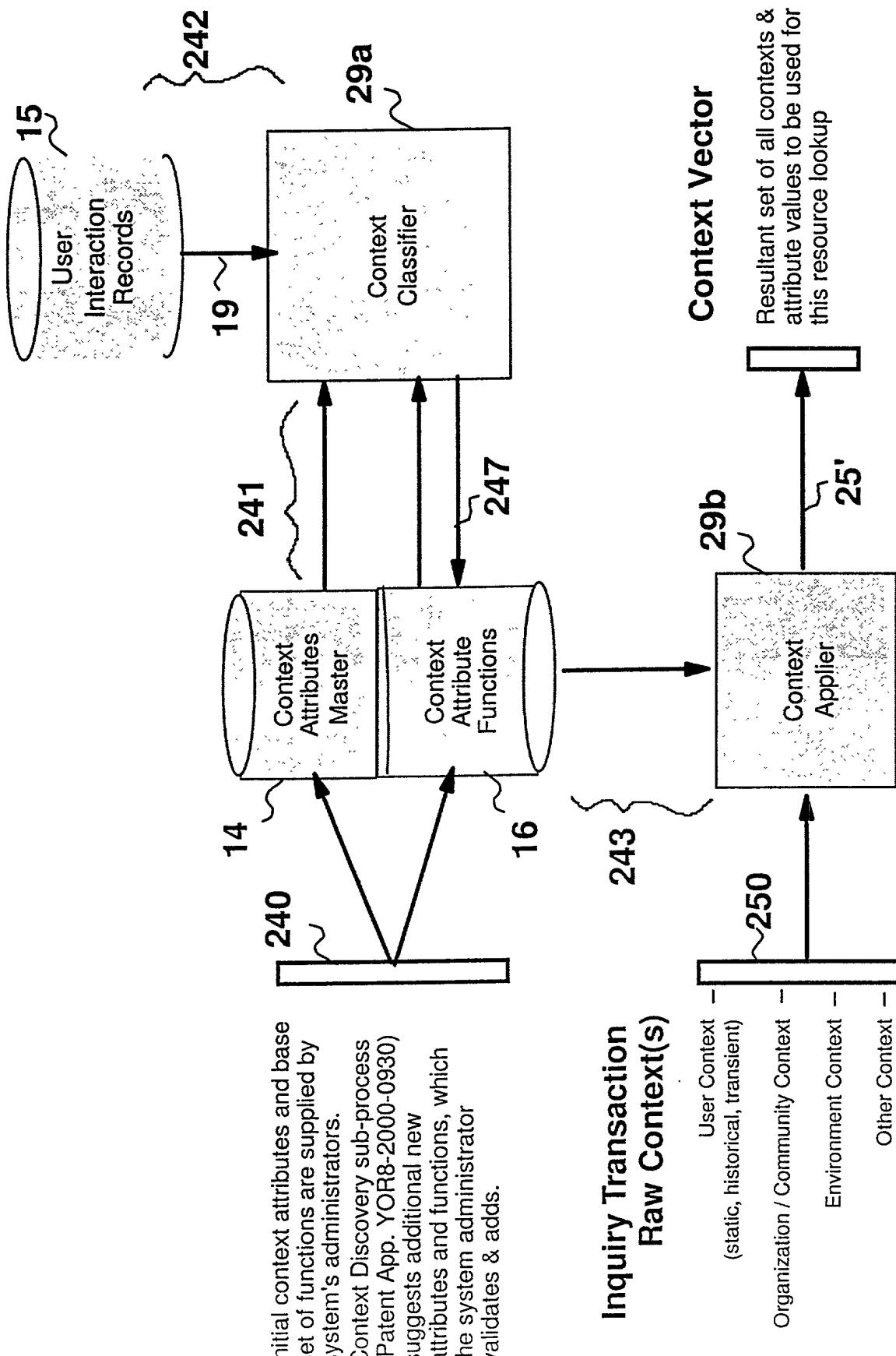


Figure 6